

FBIS-1170/85

3 JUL 1985

MEMORANDUM FOR: Deputy Director for Science and Technology

FROM: [REDACTED]

Director, Foreign Broadcast Information Service

SUBJECT: Recommendation for Quality Step Increase -
[REDACTED] GS-07/4 [REDACTED]

1. This memorandum recommends that [REDACTED] secretary for Europe, Latin America, Africa Division of FBIS' Production Group, be awarded a Quality Step Increase for her sustained superior performance since her last promotion in June 1983. [REDACTED] is a GS-07/4 and has not previously received a Quality Step Increase. [REDACTED]

2. [REDACTED] primary responsibilities are to serve as secretary to the chief of the division, to provide clerical support to its [REDACTED] members, to type division correspondence and reports from draft, and to maintain division files. Two successive supervisors have rated her performance excellent or better for all these duties on her last three Performance Appraisal Reports. [REDACTED]

3. [REDACTED] current high level of performance cannot be appreciated fully unless one examines her remarkable progress over the eight-year span of her employment with the Agency. Entering FBIS in 1977 as a GS-03 Information Control Clerk, she demonstrated an unusual talent for assimilating the fundamentals of her assigned tasks and reaching a high level of proficiency within a very short time. Subsequently, with each assignment and successively more challenging responsibilities, she showed that she was fully able and willing to do more than was expected of her. She mastered each new job quickly and prepared herself through training and hard work for the next position. In 1980 she was given the opportunity to become a division secretary. The transition was a major one in her career and not easily accomplished since it required learning a variety of new duties, techniques, and requirements and made her responsible for providing all secretarial support to Production Group's largest division. The training records and Performance Appraisal Reports written during this period document the fact that, through perseverance and a high level of motivation, [REDACTED] was able not only to complete the transition successfully but, what is more, to become recognized as one of the best secretaries in FBIS. [REDACTED]

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4. The most noteworthy characteristic of [] performance is the initiative and self-reliance she shows in carrying out her duties. Her thorough knowledge of office operating procedures, formats for correspondence and memoranda, routing procedures, and record-keeping requirements gives her the confidence to perform her work independently, and her careful attention to detail makes the quality of her work superior. She has developed these skills to such a high degree that she is now consulted by other Group secretaries. Not one to be content with her accomplishments, she continually strives to refine her skills and acquire new ones. On her own initiative she recently completed advanced word-processing training and intends to enroll in a course to improve her dictation skills; these efforts will further increase her efficiency in the office and her value to the Agency. []

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5. The rapid progress that [] has made in meeting her goals and the high standards she now maintains deserve recognition through the award of a Quality Step Increase for sustained superior performance.

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APPROVED:

Deputy Director for Science and TechnologyDate

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